



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER OF PATENTS AND TRADEMARKS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/735 065	01/21/1000	GREGORY A. DENTON	4366 27	5226

7590 05/08/2003

Sheridan Ross
1560 Broadway
Suite 1200
Denver, CO 80202-5141

EXAMINER

KNOWLIN, THJUAN P

ART UNIT	PAPER NUMBER
----------	--------------

2642

DATE MAILED: 05/08/2003

15

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/235,065

Applicant(s)

DENTON ET AL.

Examiner

Thjuan P Knowlin

Art Unit

2642

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 14 February 2003.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 67-118 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 67-118 is/are rejected.
- 7) ☐ Claim(s) 81 and 98 is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 12 January 2000 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) ☐ The proposed drawing correction filed on _____ is: a) ☐ approved b) ☐ disapproved by the Examiner.
- If approved, corrected drawings are required in reply to this Office action.
- 12) ☐ The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

- 13) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.
- 14) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).
- a) ☐ The translation of the foreign language provisional application has been received.
- 15) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s) _____.
- 4) ☐ Interview Summary (PTO-413) Paper No(s). _____.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____.

DETAILED ACTION

Claim Objections

1. Claims 81 and 98 are objected to because of the following informalities: Claim 81 is a duplicate of claim 80, and Claim 98 is a duplicate of claim 97. Claims 81 and 98 need to be cancelled or rewritten to provide further limitation. Appropriate correction is required.

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

2. Claims 67-118 are rejected under 35 U.S.C. 102(e) as being anticipated by Mistry (US 6,426,950).

3. In regards to claims 67, 71, 72, 75, 84, 85, 88, 89, 92, 100, 101, 105, 106, and 111, Mistry discloses a method of transferring a telephone call and associated data (col. 6 lines 4-12), comprising: receiving, on a workstation (client 18 and 20) that is connected to a telephone (telephone 24 and 30) call, a request to transfer the telephone call to a destination (telephone 34 or 58) external to the workstation (col. 3 lines 18-25

Art Unit: 2642

and col. 6 lines 51-54); the workstation establishing data communication link between the workstation and the destination; the workstation transferring data associated with the telephone call to the destination via the communications link (col. 6 lines 54-59); the workstation receiving from the destination a telephone address of the destination; and requesting from the workstation that a switch (PBX 49) external to the workstation transfer the telephone call to the telephone address of the destination (col. 10 lines 16-30).

4. In regards to claims 68, 102, and 112, Mistry discloses the method, wherein: the telephone call is connected to a telephone of the workstation (col. 6 lines 51-54); and the telephone address is a telephone number of a telephone of the destination (col. 10 lines 16-30).

5. In regards to claims 69, 86, 103, and 113, Mistry discloses the method, wherein: the workstation establishes the communications link with a presently-available one of a plurality of workstations included in the destination (Fig. 1 and telephones 34 and 58).

6. In regards to claims 70, 87, 104, 107, and 114, Mistry discloses the method, wherein: the workstation establishing a data communications link comprises the steps of: the workstation requesting a data address of the destination from a destination selector; the destination selector selecting a data address of the destination from one of a plurality of destination data addresses; the destination selector providing the selected data address to the workstation; and the workstation establishing the communications connection with the selected data address of the destination (col. 5 lines 14-32 and col. 10 lines 5-15).

Art Unit: 2642

7. In regards to claims 73; 83, and 90, Mistry discloses the method, further comprising: receiving a call transfer notification from the destination (col. 5 lines 49-54 and col. 9 lines 11-32); and disconnecting the communications link with the destination after receiving the call transfer notification (col. 3 lines 18-31).

8. In regards to claims 74, 91, and 115, Mistry discloses the method, further comprising: determining a profile for the telephone call; referencing data in a destination selector to determine an appropriate data address for the data associated with the telephone call; and thereafter establishing the data communications link with the destination (col. 6 lines 51-59).

9. In regards to claims 76, 77, 78, 93, 94, 95, 108, 109, 110, 116, 117, and 118, Mistry discloses the method, wherein the selector comprises a location table containing an ordering of addresses and corresponding call handling applications (col. 4 lines 4-24 and col. 5 lines 14-37).

10. In regards to claims 79 and 96, Mistry discloses the method, wherein in the requesting step, the request to transfer the telephone call is sent to a format suitable for receipt by a computer-telephone interface ("CTI") (CTI server 40 and CTI hardware 44) link to a private brand exchange ("PBX") (PBX 49) (Fig. 1) and wherein the workstation establishing step comprises: identifying a call-handling application associated with the destination (col. 2 lines 47-59); and determining whether the call-handling application is presently active (col. 5 lines 27-32).

Art Unit: 2642

11. In regards to claims 80, 81, 82, 97, 98, 99, Mistry discloses receiving client information from a database (database 54), wherein the client information comprises the data in the transfer request (col. 6 lines 51-59 and col. 7 lines 24-30).

Response to Arguments

12. Applicant's arguments with respect to claims 67-118 have been considered but are moot in view of the new ground(s) of rejection.

Conclusion

13. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Brady (US 5,970,132) teaches an improved call distribution system for distributing calls and information relating to the calls to different stations serviced by telephones and computers. Kilander et al (US 5,742,675) teach a method and apparatus for automatically distributing calls to available logged-in call handling agents.


14. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thjuan P Knowlin whose telephone number is (703) 308-1727. The examiner can normally be reached on Mon-Fri 8:00-4:30pm.

15. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar can be reached on (703)305-4731. The fax phone numbers for the organization where this application or proceeding is assigned are (703) 872-9314 for regular communications and (703) 872-9314 for After Final communications.

Art Unit: 2642

16. Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 306-0377.

Thjuan P. Knowlin
May 2, 2003


AHMAD F. MATAR
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2700